

**U. S. House of Representatives**  
**Washington, D. C. 20515**

0953

September 12, 2013

The Honorable Mignon Clyburn, Acting Chairwoman  
Federal Communications Commission  
445 Twelfth Street, S.W.  
Washington, D.C. 20554

Dear Acting Chairwoman Clyburn,

We read with great interest and concern the California Chapter of the National Emergency Number Association's (CALNENA) recent report that found 9-1-1 calls made from wireless phones in five areas of the state are increasingly failing to connect required location information with 9-1-1 operators.

In 1996, the FCC began adopting a series of rules aimed at ensuring 9-1-1 calls originating from wireless phones could more easily be located by first responders. Specifically, the FCC's Phase II E9-1-1 rules were rolled out in 2001 to require the latitude and longitude of the caller. More than 10 years after these rules went into effect, CALNENA's analysis paints a troubling picture: more than half of wireless 9-1-1 calls made from 2008 through 2012 in San Francisco, Pasadena, Bakersfield, San Jose and Ventura County did not connect the required Phase II location information with emergency operators.

With an increasing number of 9-1-1 calls being placed from wireless phones (70 percent by one estimate), accurate location information ensures our first responders are able to render assistance in a timely manner.<sup>1</sup> To that end, we urge you to carefully review all available data, including the CALNENA report and relevant mobile carrier information, to determine the underlying factors for this trend."

Additionally, it's our understanding that the agency is considering rules to improve the location accuracy of wireless 9-1-1 calls made indoors. This follows from the FCC's 2011 report which found that such limitations are a "significant public safety concern" that requires development of technical solutions. We urge you to proceed expeditiously with the adoption of a proposed rulemaking to ensure first responders have the necessary information to locate calls made to 9-1-1 from both outdoor and indoor locations.

Thank you for your leadership and commitment to enhancing the quality and reliability of 9-1-1 services in California and across the nation.

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<sup>1</sup> See *911 Wireless Services*, Federal Communications Commission, <http://www.fcc.gov/guides/wireless-911-services> (last visited September 10, 2013).

Sincerely,



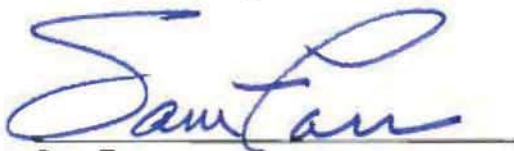
Anna G. Eshoo  
Ranking Member  
Subcommittee on Communications and Technology  
Energy and Commerce Committee



Zoe Lofgren  
Member of Congress



Mike Honda  
Member of Congress



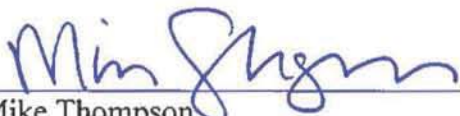
Sam Farr  
Member of Congress



Eric Swalwell  
Member of Congress



Jerry McNerney  
Member of Congress



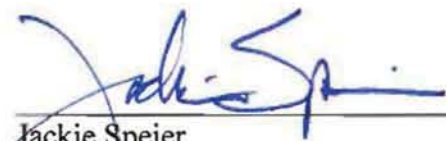
Mike Thompson  
Member of Congress




Henry A. Waxman  
Ranking Member  
Energy and Commerce Committee



Doris O. Matsui  
Member of Congress



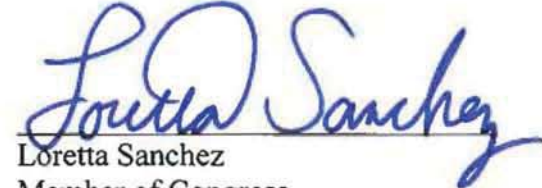
Jackie Speier  
Member of Congress



Gloria Negrete McLeod  
Member of Congress



Alan Lowenthal  
Member of Congress



Loretta Sanchez  
Member of Congress

cc: Commissioner Jessica Rosenworcel  
Commissioner Ajit Pai



FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn  
Commissioner

The Honorable Henry A. Waxman  
Ranking Member  
Committee on Energy and Commerce  
U.S. House of Representatives  
2322 Rayburn House Office Building  
Washington, D.C. 20515

Dear Congressman Waxman:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

In our ongoing rulemaking proceeding on E911 location accuracy, we are exploring ways to ensure that the Commission's location accuracy rules keep pace with technology and wireless 9-1-1 calling trends, including the increase in wireless calls from indoor locations. In addition, to help assess recent trends, the Commission's Public Safety and Homeland Security Bureau has been compiling 9-1-1 call data from a variety of state and local public safety entities, and has made this data available on the Commission's website for public review and comment. The Bureau will also hold a workshop on E911 Phase II location accuracy on November 18, 2013, which will provide an opportunity for a range of interested parties to discuss technical and operational factors affecting the provision of location information and potential strategies and solutions to improve location accuracy performance.

I am confident that these initiatives will assist the Commission in determining the appropriate next steps to take to enhance E9-1-1 location accuracy. I appreciate your interest in this important matter. Please let me know if I can be of any further assistance.

Sincerely,

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Mignon L. Clyburn



FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn  
Commissioner

The Honorable Anna G. Eshoo  
Ranking Member  
Subcommittee on Communications and Technology  
Committee on Energy and Commerce  
U.S. House of Representatives  
2322A Rayburn House Office Building  
Washington, D.C. 20515

Dear Congresswoman Eshoo:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

In our ongoing rulemaking proceeding on E911 location accuracy, we are exploring ways to ensure that the Commission's location accuracy rules keep pace with technology and wireless 9-1-1 calling trends, including the increase in wireless calls from indoor locations. In addition, to help assess recent trends, the Commission's Public Safety and Homeland Security Bureau has been compiling 9-1-1 call data from a variety of state and local public safety entities, and has made this data available on the Commission's website for public review and comment. The Bureau will also hold a workshop on E911 Phase II location accuracy on November 18, 2013, which will provide an opportunity for a range of interested parties to discuss technical and operational factors affecting the provision of location information and potential strategies and solutions to improve location accuracy performance.

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Mignon L. Clyburn



## FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn  
Commissioner

The Honorable Sam Farr  
U.S. House of Representatives  
1126 Longworth House Office Building  
Washington, D.C. 20515

Dear Congressman Farr:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

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## FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn  
Commissioner

The Honorable Mike Honda  
U.S. House of Representatives  
1713 Longworth House Office Building  
Washington, D.C. 20515

Dear Congressman Honda:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

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FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn  
Commissioner

The Honorable Zoe Lofgren  
U.S. House of Representatives  
1401 Longworth House Office Building  
Washington, D.C. 20515

Dear Congresswoman Lofgren:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

In our ongoing rulemaking proceeding on E911 location accuracy, we are exploring ways to ensure that the Commission's location accuracy rules keep pace with technology and wireless 9-1-1 calling trends, including the increase in wireless calls from indoor locations. In addition, to help assess recent trends, the Commission's Public Safety and Homeland Security Bureau has been compiling 9-1-1 call data from a variety of state and local public safety entities, and has made this data available on the Commission's website for public review and comment. The Bureau will also hold a workshop on E911 Phase II location accuracy on November 18, 2013, which will provide an opportunity for a range of interested parties to discuss technical and operational factors affecting the provision of location information and potential strategies and solutions to improve location accuracy performance.

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FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn  
Commissioner

The Honorable Doris O. Matsui  
U.S. House of Representatives  
2434 Rayburn House Office Building  
Washington, D.C. 20515

Dear Congresswoman Matsui:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

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FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn  
Commissioner

The Honorable Gerald "Jerry" M. McNerney  
U.S. House of Representatives  
1210 Longworth House Office Building  
Washington, D.C. 20515

Dear Congressman McNerney:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

In our ongoing rulemaking proceeding on E911 location accuracy, we are exploring ways to ensure that the Commission's location accuracy rules keep pace with technology and wireless 9-1-1 calling trends, including the increase in wireless calls from indoor locations. In addition, to help assess recent trends, the Commission's Public Safety and Homeland Security Bureau has been compiling 9-1-1 call data from a variety of state and local public safety entities, and has made this data available on the Commission's website for public review and comment. The Bureau will also hold a workshop on E911 Phase II location accuracy on November 18, 2013, which will provide an opportunity for a range of interested parties to discuss technical and operational factors affecting the provision of location information and potential strategies and solutions to improve location accuracy performance.

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## FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn  
Commissioner

The Honorable Loretta Sanchez  
U.S. House of Representatives  
1114 Longworth House Office Building  
Washington, D.C. 20515

Dear Congresswoman Sanchez:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

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## FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn  
Commissioner

The Honorable Jackie Speier  
U.S. House of Representatives  
211 Cannon House Office Building  
Washington, D.C. 20515

Dear Congresswoman Speier:

Thank you for your letter regarding E911 location accuracy. I share your concern about the critical importance of accurate location information to effective 9-1-1 service. Your views are very important and will be included in the record of the proceeding and considered as part of the Commission's review.

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FEDERAL COMMUNICATIONS COMMISSION

November 21, 2013

Mignon L. Clyburn  
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The Honorable Mike Thompson  
U.S. House of Representatives  
231 Cannon House Office Building  
Washington, D.C. 20515

Dear Congressman Thompson:

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